DOCUMENT RESUME

ED 073 778 LI 004 188

AUTHOR	Tolliver, Don L.; Drake, Miriam
TITLE	A Survey of the Indiana Library TWX Network System as Implemented by the Indiana State Library and the Four State University Libraries.
INSTITUTION	Purdue Univ., Lafayette, Ind. Instructional Media Research Unit.
REPORT NO	IMRU-02-73
PUB DATE	17 Jan 73
NOTE	21p.; (5 References)
EDRS PRICE	MF-$0.65 HC-$3.29
DESCRIPTORS	Decentralized Library Systems; Evaluation; *Library Networks; Library Surveys; Questionnaires; *State Libraries; *University Libraries; *Use Studies
IDENTIFIERS	Indiana; *Teletype Writer Exchange; TWX

ABSTRACT

The major objective of this survey is to describe and evaluate current policies, activities, staffing and use of the (Teletype Writer Exchange) TWX System by the Indiana State Library and the four university libraries. Data were collected by the interview method from a total of eighteen employees; each of whom were actively involved in one of the ILL/TWX offices of the five institutions visited. The TWX network is operating reasonably well for the four state university libraries. There was no indication that a major ILL/TWX crisis existed between or among the respective institutions. However, this is not to say that everyone has a clear picture of the current objectives, eventual direction, and outcome of the TWX network and its operation at the university level. In any case, past action among the four state university libraries indicates that as ILL/TWX problems arose, steps were taken to arrive at a satisfactory solution. The ILL/TWX offices of these four institution do not depend heavily upon the State Library for either leadership or service. Rather, they look to one another, as well as, other major lending libraries outside the State of Indiana for materials which are largely theoretical, scholarly, or esoteric in nature. (Author/NH)

ED 073778

January 17, 1973
IMRU-02-73

A SURVEY OF THE INDIANA LIBRARY TWX NETWORK SYSTEM AS IMPLEMENTED BY THE INDIANA STATE LIBRARY AND THE FOUR STATE UNIVERSITY LIBRARIES

By
Don L. Tolliver
and
Miriam Drake

U.S. DEPARTMENT OF HEALTH, EDUCATION & WELFARE
OFFICE OF EDUCATION
THIS DOCUMENT HAS BEEN REPRODUCED EXACTLY AS RECEIVED FROM THE PERSON OR ORGANIZATION ORIGINATING IT. POINTS OF VIEW OR OPINIONS STATED DO NOT NECESSARILY REPRESENT OFFICIAL OFFICE OF EDUCATION POSITION OR POLICY

Introduction

The major objective of this survey is to describe and evaluate current policies, activities, operations, staffing, and use of the TWX System by the Indiana State Library and the four state university libraries.

Data was collected by the interview method from a total of eighteen employees; each of whom were actively involved in one of the ILL/TWX offices of the five institutions visited. Five employees were interviewed at the Indiana State Library. Of this number three were librarians and two were clerical level employees. One librarian, an office supervisor, and three clerical level employees were interviewed at Indiana University for a total of five. One librarian and one clerical each were interviewed at Indiana State University. Ball State and Purdue University each provided one professional and two clerical employees for the interviews. More background information concerning individuals and their input into this study can be found in a detailed account of the interviews in Appendix A.

An extensive questionnaire (provided in Appendix B) was used as a guide for all interviews. It should be noted that not every question applied to all institutions nor to all employees within a given institution. The questionnaire was used merely as a topical guide to elicit comments, complaints,

LI 004 188

Appendixes were not supplied with this document because they were confidential and for the internal use of the Indiana State Library.

praise, and other remarks relevant to the overall ILL/TWX system and operation.

At this point, some general overall comments are in order. The TWX network is operating reasonably well for the four state university libraries. At no time, did any university employee give any kind of direct or indirect indication that a major ILL/TWX crisis existed or was in the making between or among the respective institutions. However, this is not to say that everyone has a clear picture of the current objectives, eventual direction, and outcome of the TWX network and its operation at the university level within the State of Indiana and the surrounding region. In any case, past action among the four state university libraries indicates that as ILL/TWX problems arose, steps were taken to arrive at a satisfactory, although not necessarily optimum, solution. Further, and unlike the public libraries, the ILL/TWX offices of these four institutions do not depend heavily upon the State Library for either leadership or service. Rather, they look to one another, as well as, other major lending libraries outside the State of Indiana for materials which are largely theoretical, scholarly, or esoteric in nature.

The outlook is somewhat more clouded as one assesses the role of the Indiana State Library in the ILL/TWX network system. Overall, there appears to be a lack of leadership and explicit objectives which the Indiana State Library could be implementing on some sort of time frame; thereby, providing direction for the development of the ILL/TWX network in the State of Indiana over the next several years. This situation is especially crucial from the public library point of view.

Further explanation of this point is in order at this time. First, the desire for the State Library to initiate a major leadership role was expressed by many of the key personnel interviewed in both public and university libraries. Second, there are several national trends which point to the necessity for

State Libraries to assume leadership roles in ILL/TWX development in terms of establishing policy and priorities of objectives.

Many state libraries throughout the country have initiated and sponsored studies of their own particular network systems. Oklahoma, Texas, and New York are excellent examples. The New York State Library, Division of Library Development, sponsored a study of unfilled interlibrary loan requests in the New York State Interlibrary Loan network (NYSILL). In this study, Ellis, et al. (1970)[1] found that most of the requests in their sample came into the New York State Library from public libraries.

The Association of Research Libraries also has sponsored several studies of interlibrary loan distribution systems, cost studies of interlibrary loans, etc.

Palmour, et al. (1971)[2] projected a 50 percent increase in interlibrary loans over the next five years. Further, they found that the larger academic libraries had almost a three to one lending/borrowing ratio and that it was not at all uncommon for ratios to be as high as ten to one. Thus, they concluded that the reciprocal agreement concept was creating a disservice for the larger academic libraries.

Currently, Westat Inc. (1972)[3] again contracted with ARL to do a study entitled, "A Feasibility Study of an Improved Interlibrary Loan System for Academic Libraries through the Determination of an Equitable Borrowing Fee System and the Development of a National Periodical Resource Center". Certain

---

1. R. A. Ellis, S. K. Thomson, and J. Weiss. NIL: A Study of Unfilled Interlibrary Loan Requests in the NYSILL System, (Washington, D.C.: Nelson Association, Inc., 1970) pp. 1-38.

2. V. E. Palmour, E. C. Bryant, N. W. Caldwell, and L. M. Grey. A Study of the Characteristics, Costs, and Magnitude of Interlibrary Loans in Academic Libraries, (Westport, Conn.: Greenwood Publishing Co., 1972) pp. 1-54.

3. Proposal to Association of Research Libraries by Westat, Inc. to Study an Improved Interlibrary Loan System for Academic Libraries through the Determination of an Equitable Borrowing Fee System and the Development of a National Periodicals Resource Center, October 18, 1972.

statements from this proposal appear to be critical, first, for public libraries who depend heavily upon the services provided by various ILL/TWX networks and, second, for state libraries and the leadership role they are likely to play in future ILL/TWX developments. Hopefully the quotes from the Westat proposal, which follow, have not been taken too far out of context to be meaningful.

> ...There is a tendency for interlibrary loan borrowers to automatically send their requests to certain larger libraries. This places an undue burden on these relatively few major libraries, and results in long delays in obtaining material for patrons.
>
> Clearly, some revisions in the existing interlibrary loan system are needed. There is a growing concern among librarians that the solution to the interlibrary loan problem should be sought on a national level...
>
> The whole library community is involved in interlibrary loan activities. An improved interlibrary system should benefit public, school and special libraries as well as academic libraries. Recent economic pressures on all types of libraries have increased the need of cooperation at several levels. Libraries are being faced with public demands to be more relevant to the current needs of our society...[4]
>
> The need exists for screening of loans at the state level. An example of a simple system with restrictions might be as follows:
>
> 1. All loan requests originating within a state by libraries with collections of 1,000,000 volumes or less would have to go through the state library before entering the national system.
> 2. For large libraries with collections exceeding 1,000,000 volumes, direct entry into the national system would be available.
> 3. A workable fee system would be established for the national system.[5]

Thus, perhaps some small part of the source for discontent from university libraries within the State of Indiana lies in the lending to borrowing ratio they are experiencing.

Summary of Findings

All of the individuals interviewed in the State Library and the four state university libraries (as in the previous survey and interviews conducted in twelve public libraries) were quite cooperative and most did their

---

4. Ibid, p. 2.
5. Ibid, p. 6.

best to provide as much information as possible during the interview sessions. Again, many went out of their way to provide information about their library, their clientele, and their library service philosophy. Most reported their general reactions to the ILL/TWX system and some made specific recommendations concerning policies and procedures. Their comments, reactions, and recommendations are summarized in the paragraphs which follow.

There was little concern expressed by most individuals interviewed concerning the quality of the training they had received. Most felt they could handle their particular job using their present level of training. However, a few did express interest in topics such as searching, knowledge of bibliographies, foreign languages and procedures used in other networks.

Perhaps one reason why most individuals expressed little concern for additional training was the perceived nature of the task each performs. Of those respondents who work with ILL/TWX on a day-to-day basis, most felt that their job was fairly routine and that once basic procedures were learned little else was needed. In fact, most could list in sequence the tasks they performed on a day-to-day basis, as well as, the approximate time required for each task.

Searching and finding elusive requests were the activities most individuals performed in relation to their ILL/TWX job. Clerical tasks such as typing and filing were disliked most.

Most respondents felt the work load in their office was fairly hectic although there were occasional lulls but never enough to merit a reduction of staff or consideration of other duties.

Most individuals worked with tasks that were "theirs" from start to finish. A few felt that some of the office tasks were easier than others but for the most part all tasks seemed to be about equal. Also, the majority

were not particularly interested in moving to other jobs within the office. With few exceptions, i.e., the State Library, most seemed to be happy with the work they were doing. Many felt that the tasks within their respective ILL/TWX office had been streamlined as much as possible although several individuals requested that the collection of statistics be revised or eliminated. There was strong agreement among nearly all respondents that they had a definite sense of accomplishment and felt that their activities were providing an important service to their respective institution and community.

Responses to salary were about as expected. Most librarians felt that their salary was "about right" while most clerical employees felt their salary was definitely too low, especially considering the work load which they had to handle.

Most of the ILL/TWX offices operate on a standard 8:00 a.m. to 5:00 p.m. work day. However, the TWX machines generally are turned on 24 hours a day. Working conditions in most offices seemed to be less than adequate. More often than not the space was inadequate and the office was noisy and crowded with an overall lack of privacy. In addition, these offices frequently were located some distance from the necessary bibliographic tools. Hopefully, these conditions will be improved at both Ball State and Indiana State where new library buildings are being constructed.

The heavy work load, location of bibliographic tools, and location of shipping departments in relation to the ILL/TWX office creates a physically taxing situation for many of the employees. Communication among staff within an ILL/TWX office generally is quite good. In all offices, there appeared to be little or no duplication of effort or "buck passing". Overall, the morale was high and the mood within each office was relaxed even though the pace was generally hectic.

Most respondents believed that personnel of other ILL/TWX offices were doing their "fair share" of the work. There was a feeling that, "Our office must keep up our part of the bargain."

Several changes were recommended by many of the personnel. The Indiana State Library ILL/TWX personnel recommended a re-write of the policy and procedures manual, work shops to inform users and TWX operators, improvements in verification procedures, improvements in communication with centers and satellites, and development of a coordinated collection building policy to name just a few. University ILL/TWX personnel also recommended that reference and bibliographic tools be located near their office, methods of statistical collection be revised, more help provided during peak rush periods, sprocket paper be used on the machines, etc. This is a list of commonly expressed changes of needs which were recommended. It is by no means exhaustive.

The support of the local library administration was considered to be quite good, although, communication between a particular ILL/TWX office and the administration of that library was not always optimal.

Most of those who were interviewed were not aware of how costs were charged or how services rendered were credited. Of those who had considered this question about half were for charging costs and about half were against the idea. Few had really seriously considered the problem although several were aware of the four state university inter-institutional library service agreement. This was the sole contractual arrangement mentioned by the respondents. Few suggestions were forthcoming concerning the financing of the ILL/TWX offices. Several individuals stated that their particular office was understaffed, but no one could envision any unique method for solving budgetary problems.

The State Library does not serve or borrow directly from branch or depart-

mental libraries. In the universities, the story is different. Most of the university library ILL/TWX offices serve and borrow from departmental libraries. At Purdue, there appear to be several difficulties with this arrangement, mainly due to the large number of departmental libraries. However, the other three universities reported no major problems in terms of serving the departmental libraries, although a departmental library generally delays the filling of a request by at least one day. Several felt that the departmental libraries shipped out much more than they received for their efforts and occasionally there is departmental faculty pressure against ILL. Overall, departmental libraries seem to cooperate reasonably well and most university library systems provide courier service of some sort between the departmentals and the ILL/TWX office.

Those interviewed reported few if any communication problems with other institutions in the state. Indiana State University did report that some minor problems had existed earlier with Purdue, however, this has improved. Also, there were the usual complaints of busy lines.

Only one special service and one special program were reported as being related to the TWX network. The Indiana State Library provides some TWX service for several State Governmental Agencies, and Indiana University has a special program called PROBE which will search ERIC documents. This is done in cooperation with the Indiana University School of Education.

When asked what more the Indiana State Library could do for their particular ILL/TWX office, most respondents requested that the State Library improve their verification techniques. Indiana University added that, "The State Library doesn't know our problems nor the volume of work we do." They mentioned that they may need two machines in the near future. Other requests to the State Library were, "send paper rolls and tape promptly"; "improve

typing and follow standard format"; "requests sent to us by the State Library don't fit the description of our collection"; and "the State Library's batting average is only about 50% for us". Finally there was a request for simplification of statistical collection procedures.

Most all respondents rated the cooperation between the various university libraries as good to excellent. Many believed the State Library was doing its best under the circumstances.

There is mixed feeling concerning publicity. Most agree that publicity has been low-keyed to nonexistent. However, this is agreeable with many of the ILL/TWX offices. In their opinion, the ILL/TWX offices are nearing the upper limits of work output unless procedures are changed or more staff is added.

Special groups served by the State Library ILL/TWX office include State Governmental Agencies, ISTA, and area hospitals. Indiana University serves IUPUI and the Medical School extensively. Requests from IUPUI often are for materials to meet course requirements for many of the new programs instituted by IUPUI. They may request government documents, dissertations, and older research reports and articles.

Perhaps the "batting average" for requests filled is low because patrons cannot find the materials or adequate substitutes in their own library at the outset. Thus, requests often are not filled because they are for popular materials not yet released by the publisher, they are uncommon or rare documents, other patrons may want the same materials, they are non-circulating or not held, they are missing, they do not fit the National ILL code, etc. Also, the collection of any given library cannot be specialized in all areas. Thus, poor judgement may be used time and again in the selection of libraries to receive requests. Several requests arrive which simply do not fit the

profile of that particular library.

Most libraries reported that they received few subject requests. However, they tried to handle all subject requests locally which they did receive. Rarely, if ever, were subject requests sent on to other libraries. The State Library and Indiana University Library seemed to handle more subject requests than the libraries in the other three institutions.

The overwhelming majority of those interviewed felt a Union Catalog would be of significant value to the ILL/TWX offices. A few others felt that some of the more basic and less expensive problems should be solved first before initiating a project of such magnitude.

The likelihood of predicting success for obtaining materials for any given request received mixed reaction. Most felt they could not readily predict whether an outgoing request would be filled. They felt their chances were better for predicting success or failure for incoming requests. Other factors which affect the likelihood of obtaining any given material are: subject field; date of material; scholarly level or degree of specialization; quality of request, i.e., accuracy, verification, completeness of references, etc.; and type of patron, i.e., business man, professor, undergraduate, graduate student, etc.

There was a general feeling among those who supervised the various ILL/TWX programs that there was a pressing need for cooperative acquisition and cataloging policies within the State of Indiana. Simply stated, the State of Indiana, let alone every institutional library, cannot afford to buy everything.

Nearly all those interviewed worked exclusively with the ILL/TWX program, either locally with day-to-day routines or on a state-wide coordinating/advisory basis.

In general, the procedural methods used for sending/receiving requests did not vary according to either type of request or patron. Exceptions noted are as follows: For rush materials, a library is often contacted via SUVCN, i.e., telephone. Medical requests receive high priority while undergraduate students receive low priority. Handling of requests vary, depending on whether it is a subject request or whether material for a request will be xeroxed or loaned directly.

No one reported the extensive use of any locally prepared formal ILL/TWX policy. When a need for policy did arise, most turned to the Indiana ILL/TWX policy manual or the ALA code.

Of the librarians interviewed, very few were in favor of allowing public libraries to enter the network directly. Most felt that State Library provided essential screening of the requests and without this effort the volume of requests would become too great for the university libraries to handle without adding staff. Most of those who were in favor of allowing public libraries to contact university libraries directly were clerical staff.

All of the ILL/TWX offices keep records of both requests sent and received. Most simply they prepare the request in duplicate on a standardized format card. These requests then may be filed by library, i.e., where they were sent or where they originated; by date; by branch or departmental library loaning materials, etc. Also, this data is generally kept and used later for statistical reports. A few of the ILL/TWX offices are developing card files which designate where requests were sent and the result of the transaction, i.e., "hit" or "no-hit". As these card files expand, they become quite valuable to the ILL/TWX personnel who sent out the requests. One potential problem which could arise from the success of the card file system is that libraries which provide a "high hit rate" will continue to receive an increasing proportion

of the requests. Thus, their reward for good service might well be an increasing burden of incoming requests.

Only one respondent felt the current statistical forms presented no problem. Most felt that the forms were very complicated, hard to understand and that the data sent in by all libraries was not comparable, i.e., people seem to be counting and interpreting differently. There was a general feeling that the State Library must determine what is really needed, specify this in detail so that all understand, and then provide a simplified and standardized form so that the data collected in the future can be compared.

Lack of proper or complete verification seems to be a major problem. Generally, the ILL/TWX offices do not verify incoming requests unless a particular request must be sent on to another library. Also, incoming requests may be verified if they arrived unverified or if the material proves to be difficult to find.

Nearly all respondents reported that out-going requests were verified completely or as nearly as possible depending on the particular situation. Yet, many reported that requests arrived poorly verified. Specifically, there seems to be a misunderstanding concerning verification procedures between the librarians and the TWX operators in the State Library ILL/TWX office. Further evidence of this misunderstanding was presented by the ILL/TWX personnel in all four state university libraries.

The State Library does not contact libraries outside the State of Indiana by TWX because doing so would be oustide the bounds of the contractual arrangement of the project. Most librarians were aware of this arrangement, yet most clerical staff interviewed had no idea why the State Library did not use TWX across state boundaries. However, universities do use their TWX machines to contact out-of-state institutions, particularly, if they fail to get a

satisfactory response to a request in-state.

There was almost unanimous agreement among respondents that their local collection was thoroughly checked before a request was sent to another library. Further, all seemed willing to serve patrons from other libraries. Few, if any, concerns were expressed about serving "outside" patrons at the expense of "local" patrons.

It is likely that a specific list of materials could be generated which would not be found within the State of Indiana. However, in broad general terms, the ILL/TWX offices reported that they tend to go outside the State for: dissertations, foreign materials, newspapers from other regions, medical materials, authors from a given state, and publications of other governmental agencies.

It appears that the largest volume of regional campus ILL requests originate through a regional campus library and are sent by ALA/ILL form to the main campus. Then, unfilled requests from regional campuses may be sent on to the State Library or other university libraries. It is probable that only a few regional campus patrons turn to a local public library for ILL/TWX requests. Those that do, with few exceptions, hold undergraduate student status. For the most part, the relationship, and the library service provided, bewteen a main campus and its regional campuses appears to be rather good.

The response was mixed as to what might happen if regional campuses were allowed to enter the ILL/TWX system directly. Many felt that, overall, the effects would not be bad for the campuses currently are being served anyway. The cost for the projected improved efficiency would be the need for more ILL/TWX personnel in certain libraries. The State Library, for one, would most surely feel the effects of such a change in policy through an increased work load.

The ILL/TWX offices strive for one-day service. This is not always possible in busy or rush times. Also, materials may be missing, non-circulating, in use, or difficult to locate, i.e., theses. A large university library is most complex, and often several individuals are involved in filling any given request, i.e., ILL/TWX personnel, reference, departmental or branch personnel, courier serivce, addressing, and shipping (often by fourth class mail).

Overall, no consistent pattern of serious delays is evident. The ILL/TWX offices report generally good response for most of the requests which they send out. Sometimes there are delays caused by the nature of the material requested or the mail service. Generally if a library has the material and is willing to send it, no verbal, written, or TWX response is sent to the library which requested the material. The library merely receives the requested material a few days later via mail. If a request cannot be filled, the requesting library generally will be notified by the same method by which the request was received, i.e., mail, TWX, or phone. It may be a matter of hours, days, or weeks before libraries recontact one another concerning unfilled requests. This variance is created by the nature of the request; the patron; the location, i.e., out-of-state vs. in-state requests; work load; etc. The same library that received an original request is almost always recontacted before the request is sent on to another library. The policy followed by most ILL/TWX offices is that three different libraries will be contacted before the search for any given request is terminated.

Most personnel reported that they were "familiar" with the TWX guidelines. However, with the high turnover of staff, there are often personnel in some phase of training. Generally, university ILL/TWX personnel believe the guidelines to be adequate while librarians that work with the ILL/TWX program in the State Library believe the guidelines must be updated in terms of policy

and procedures. Further, a copy of the guidelines can be found in most ILL/TWX offices. Only Purdue personnel report they are not aware of the guidelines and as far as they can determine, a copy of the guidelines is not available.

No one expressed concern or felt that any institutional library was "overtaxing" the ILL/TWX system. Personal messages occasionally are sent over the TWX system. However, this activity is neither common nor consistent and currently presents no real problem.

The ILL/TWX personnel of the State Library generally felt the system could be improved by: increased communication through newsletters, training workshops, meetings, etc. They felt that this, plus revision of the policy and procedures manual, might help end frustration at the operator level. Further, they suggested that a coordinated selection and acquisition policy be considered; that the centers be re-examined to insure that they truly are operating as centers; that consideration be given to TWXing from center to center; that needs for staff in centers be reviewed; and that a professional librarian be appointed as supervisor of the Indiana State Library TWX office with further responsibilities in the area of state-wide coordination of the TWX program.

The ILL/TWX personnel in the various state university libraries believe the system could be improved by: conducting workshops in the centers improving communication with the State Library; being sensitive to the problem of high turnover of staff; avoiding the State Library ("they don't verify"); simplifying statistics; reviewing machine supply need, i.e., sprocket paper; encouraging out-of-state replies by TWX; and by improving publicity especially for state governmental agencies (let them know what services libraries can provide).

Finally, a few complaints were received concerning busy TWX lines, but

overall, in terms of hardware, the system appears to be quite reliable.

Recommendations

Hopefully, the following recommendations will assist in making further improvements in the Indiana ILL/TWX system. The recommendations are made on the basis of the comments stated in the above summary of findings as well as general impressions derived from the interviews.

1. Provision of Leadership. A librarian should be assigned responsibility for supervising the ILL/TWX activities within the Indiana State Library. Further, this librarian should direct the planning of policy and coordinate the procedural activities of the ILL/TWX system on a state-wide basis. Thus, this person should chair the advisory committee for ILL/TWX functions within the State of Indiana. Further, this individual should be given the responsibility and authority to:

    a. advise on national and state trends, i.e., network policy and procedures;
    b. interpret feedback and data emanating from the profession;
    c. provide leadership and direction of ILL/TWX policy within the State of Indiana;
    d. oversee the development of procedures which effectively and efficiently interpret policy at all levels, i.e., satellites, centers, universities, State Library and libraries from non-member institutions.

2. State-wide Communication. Communication with ILL/TWX staff at other institutions is always critical. All staff concerned must be aware of policy and procedures which apply directly and indirectly to their job-related activities. Perhaps achievement of this goals can be accomplished through decentralized meetings at library centers, use of educational programs of a self-instructional nature, workshops, a newsletter, etc. Training will be an ever-present problem particularly due to the high rate of staff turnover. Thus, training concerning ILL/TWX policies and procedures should utilize a self-instructional, self-paced, packaged presentation format.

3. Update Policy and Procedural Manuals. Many states have recently revised their manuals and have clarified precisely the objectives of their various ILL/TWX systems. The State Library should revise both the policy and procedures manuals into one updated version. ILL/TWX Manuals from other states should be reviewed in this process. (Perhaps by instituting the above recommendations, some of the frustration many of the TWX operators have expressed will be relieved.)

4. Verification. The apparent problem of verification in the ILL/TWX office of the State Library needs to be examined. Are requests leaving the State Library unverified? Do the TWX operators at the State Library understand policies and procedures concerning verification? Are bibliographic tools readily available? Samples or "spot checks" might be taken from work being processed by the ILL/TWX office to determine the quality of verification of the many requests which are being sent out from the State Library.

5. Statistics. Again, the reporting form and methodology of collection should be examined to insure that only information vital to the promotion, operation, and evaluation of the ILL/TWX system be gathered. Further, those that gather the data should understand exactly what they are expected to collect, when they are to collect it, and how it should be presented. This will help insure that comparable and usable data are used in later analysis and interpretation. Also, the feasibility of collecting the data by some automated process should be studied.

6. Collection Coordination. Study the feasibility of establishing cooperative selection, acquisition and cataloging policies within the State of Indiana, especially for public libraries.

7. Collection Profile. Develop a short publication for distribution to the ILL/TWX offices of the centers and university libraries which describes the particular strengths of some major lending libraries within the State. Perhaps this form of publication would help improve the hit ratio. Also, study how the card file of the ILL/TWX office at the State Library is being utilized. Is it penalizing libraries which have the reputation for excellent hit rates by increasing the burden of requests which they receive?

8. Costing. If national ILL/TWX trends continue, the dilemma of charging costs may have to be solved some time in the near future. Study the direct and indirect costs incurred by centers, universities, and the State Library for processing ILL/TWX transactions. Also, the staffing needs of the various ILL/TWX offices could be

studied at the same time.

9. Publicity. Consider what future benefits (both financially and politically) the State Library might derive from increased publicity among the various state governmental agencies. They need to be aware of the various services a State Library can provide.

10. Bibliographic Tools. Encourage the placement of key bibliographic tools near the ILL/TWX offices of libraries which process a large number of requests on a daily basis.

11. Major Changes. Any major changes; i.e., TWXing from center to center, regional campuses entering network directly, courier service between major libraries such as Indiana University and the State Library, etc.; first should be instituted on a pilot or experimental basis. This will insure study of the change to judge its effectiveness.

Finally, consider again: What were the objectives when the system was first established? Are they adequate? and, Are these objectives presently being met? Perhaps, by this means, the ILL/TWX system can be improved to provide strong service of a comprehensive nature on a variety of subjects to the citizens of Indiana through all libraries.

The authors would like to thank Dr. M. K. Buckland, Assistant Director for Technical Processing, Libraries and Audio-Visual Center, Purdue University, for his suggestions and recommendations contained on the following page.

February 19, 1973

Further notes on TWX/ILL

1. Recommendation number three (page 17) also--
   Ask all staff involved to review existing policies and procedural manuals and submit suggestions to the State Library in writing. This should:
   a. Help educate them
   b. Pinpoint needed improvements
   c. Be good for morale.

2. Recommendation number five (page 18) also--
   ". . . and why it is being collected" also should be made clear to those who gather statistics.

3. New Recommendations

   A. If COBICIL develops along the lines of OCLC, then the equipment used for TWX probably will be superseded by equipment used for COBICIL. Further, the accumulation of catalog records accessible from each center will be providing an on-line union catalog facility, therefore, the State Library should ensure that the Project Director and the Task Force are familiar with the Indiana ILL/TWX system and the two reports.

   B. The TWX system should be ready to take advantage of the union list of serials as soon as available.

   C. The State Library should consider setting certain bibliographic standards for public libraries. Those public libraries which meet the standards would be allowed to borrow by TWX, those that do not meet standards would not. These standards would be enforced especially with the centers.

Bibliography

Ellis, R. A., Thomson, S. K., and Weiss, J. NIL: A Study of Unfilled Interlibrary Loan Requests in the NYSILL System. Washington, D.C.: Nelson Association, Inc., 1970.

Palmour, V. E., Bryant, E. C., Caldwell, N. W., and Grey, L. M. A Study of the Characteristics, Costs, and Magnitude of Interlibrary Loans in Academic Libraries. Westport, Conn.: Greenwood Publishing Co., 1972.

Tauber, Maurice F. And Stephens, Irlene Roemer, Library Surveys. New York: Columbia University Press, 1967.

Tauber, Maurice F. "Survey Method in Approaching Library Problems", Library Trends, XIII, No. 1 (July, 1964), pp. 15-30.

Proposal to Association of Research Libraries by Westat, Inc. to Study an Improved Interlibrary Loan System for Academic Libraries through the Determination of an Equitable Borrowing Fee System and the Development of a National Periodicals Resource Center, October 18, 1972.